

Quality Assurance Program

A Program Designed to Improve the Unemployment Compensation Benefit Payment System

INFORMATION FOR EMPLOYERS

Why Are Employers Contacted?

Employers are important to the Unemployment Insurance Agency's continuing efforts to save money and improve quality. Each week statewide samples of unemployment claims are randomly selected by our computer system for audit. Your assistance will help Quality Assurance staff determine if the person being audited was eligible for unemployment benefits and received the proper benefit payment. Employers connected with the unemployment claim are contacted and employment records are reviewed.

What Information Is Needed?

- The reason the person became unemployed or is working reduced hours.
- Past and present wages.
- Verification of the person's work search contacts.
- Employers will be asked to supply information by fax, mail, or e-mail.

Does The Program Benefit Employers?

Yes. The Quality Assurance Program helps ensure that the Unemployment Insurance Trust Fund remains at the highest possible level. As a result, employer unemployment taxes can remain at the lowest possible rate. The information obtained and the statistical analysis that is performed helps us learn more about the causes of improper payments of Unemployment Insurance benefits. The audits also assist us in making improvements to forms and processes which help everyone better complete and submit claim records. Quality Assurance audits have also helped in detecting fraud.

Who Contacts Employers?

An auditor working in the Quality Assurance Program contacts involved employers. Your prompt response to our request for accurate wage and employment information will provide valuable assistance and enhance the success of the Quality Assurance Program.



***If You Have a Question or
Can Offer More Information,
Please Contact:***

Office of Employer Ombudsman (OEO)
1-855-4UIAOEO (855-484-2636)
Outside Michigan: 1-313-456-2300
TTY: 1-866-366-0004



LARA is an equal opportunity employer/program. Auxiliary aids, services and other reasonable accommodations are available upon request to individuals with disabilities.

State of Michigan, Department of Licensing and Regulatory Affairs,
Unemployment Insurance Agency, Authority: MCL 421.1, et seq;
Quantity: 500; Cost: \$20 (\$0.04 per copy); Paid for with federal funds.